

Provider & Stakeholder Questions and Answers (Q&A)

Updated: 2020-09-08 | **SUBJECT TO CHANGE**

Economic Stimulus Payments	Is there any organization or agency capturing data on how many unsheltered have been able to secure their \$1200?	To our knowledge, there is no hard data specifically about the unsheltered population being captured. Hui Aloha may be collecting some information for their specific efforts but not on a large scale.
Economic Stimulus Payments	And how many still need this assistance?	There is no clear number of how many people have still not been signed up for the economic stimulus payment. However, it is important to let people know that the deadline to sign up to receive the economic stimulus is October 15, 2020.
Economic Stimulus Payments	Stimulus payments information	<p>Partners In Care has organized a repeating lunch and learn to help providers learn how to get Economic Stimulus Checks for their clients. Wesley Gomes from the IRS and Darcie Scharfenstein from Hui Aloha will be presenting 20 min sessions (3 sessions of the next 3 weeks). https://www.eventbrite.com/e/117680307969.</p> <p>For more information, please visit their website at https://www.partnersincareoahu.org/.</p> <p>To contact Rob Kinslow for information about helping people connect to economic stimulus payments, you can reach him at (808) 349-5968.</p>
HI-EMA PPE Distribution	Regarding PPE order - I created an account couple weeks ago but have not received the passcode for order access.	Please wait, as we will be emailing everyone who attempted to register. If you do not hear from us by Friday, 09/11/2020, please contact us directly at esf7hiema.hawaii.gov .
HI-EMA PPE Distribution	We have had very little response or help from BHHSURG on PPE supply requests since the beginning of the first shelter in place. Will this be different now?	We apologize for not being able to better meet your needs earlier. The difference is that the community resilience hubs rely on donations and are dependent on the amount of donated inventory. These efforts have been focused largely on O'ahu while trying to address the neighbor islands when other donors become available. With this website coming online and supplies being ordered by HIEMA, there will be a broader reach and increased availability and distribution.

Miscellaneous	Do you folks have suggestions on where to go to get tested and get results back in a timely manner--like within a few days?	For information about COVID-19 testing, including information about mobile testing for homeless shelters and encampments, please contact the 24-hour Hawaii CARES line at (808) 832-3100 on Oahu or (800) 753-6879 on the neighbor islands.
Miscellaneous	Are rapid tests available to providers?	There are a variety of COVID-19 testing options available. For more information, please contact the 24-hour Hawaii CARES line.
Miscellaneous	If I had taken the surge testing for COVID-19 this past weekend, do I self-quarantine for 14 days before getting the results of the test?	The City & County has stated that if you do get the surge test, you do not need to quarantine while awaiting the results which usually come back within about 2-3 days.
Miscellaneous	The Advertiser mentioned that DOH hotels hosting those quarantining with Covid cannot be from a treatment program. I assume the TQIC is separate and pt's from residential tx can still quarantine/isolate in TQIC if they meet criteria?	Please call the 24-hour Hawaii CARES line for a referral of a person to quarantine and isolation. Once the Qualtrics questionnaire is completed with the caller, that is sent over to the iso/quarantine team to further evaluate the acuity of the individuals and their needs. For example, if there is a need for ADA hotel room, if they have behavioral health concerns, medical challenges which mean they should not be in a hotel room alone, etc. that person may not be appropriate for a hotel setting. Referrals to TQIC and all hotels are all being triaged through the iso/quarantine team and direct referrals to TQIC are no longer being done, however it is still very much in the mix of options.
Miscellaneous	So, if a person is tested negative previously, do we still need to test again?	A negative test result is a point-in-time result, and it is possible to have false results. Just because an individual tests negative once, that does not necessarily mean they do not have the virus. Your body may be harboring the virus which hasn't reached a level of detection in a test, so testing by itself is not a sure fire means of knowing whether you have COVID-19. Testing should be viewed in context of other efforts such as contact tracing, isolation and quarantining, etc.
Miscellaneous	Do you recommend a specific COVID testing protocol for outreach workers? or shelter employees? since the risk of infecting the shelter residents is so great perhaps there is a weekly or monthly testing?	For more information, please refer to the guidance posted on the BHHSURG website at https://www.bhhsurg.hawaii.gov .

Provider & Stakeholder Questions and Answers (Q&A)

Updated: 2020-09-14 | SUBJECT TO CHANGE

BESSD	If clients are unsheltered is it possible to use agency addresses to fill out application for assistance.	Yes; however, since the client's mail will go to the agencies, the agencies need to have a way to reach out to the client and get the mail to them.
BESSD	Many of our clients do not have a phone. What is the best way to (re)schedule a call so the client can make the interview?	The best way to schedule an interview would be to reach out to the BESSD call center. The telephone number can be found on the paperwork with the scheduled interview date and time.
BESSD	Can this application process be done via mobile smart phone access?	Yes, but the application will be very small and difficult to view. BESSD is working on a handout to provide to those that do not have access to computers or mobile smart phones. BESSD is also setting up a toll-free number.
BESSD	One thing we have experienced lately with the unsheltered using General Delivery, is the mail seems to take a bit longer than usual to arrive. Is it possible to allow more time between send date and the appointment date?	Yes, we have noticed that the mail is taking longer than a few days.
MLP	Do they have to go to KKV as a patient to get MLP assistance? Or is there a phone number to contact?	<p>Please visit the MLP website for resources: https://www.mlpchawaii.org/mlpc-alerts.</p> <p>For KKV patients, your providers at KKV know how to get in contact with MLP. Currently, MLP is focusing on their long-term partnership with KKV for patients.</p>

Provider & Stakeholder Questions and Answers (Q&A)

Updated: 2020-09-21 | SUBJECT TO CHANGE

BH/Homelessnes	Hi Emma! I'm new to these webinars since I do have a few questions related to linking adults with mental health conditions and houselessness to community resources. Can I email those to you or to someone else separately? I don't want to disrupt today's presentation :)	Feel free to email to DOH.BHA.BHHcovid19response@doh.hawaii.gov. This email is monitored by several people and they triage the questions for whoever is the best person to respond.
Return to Work	Do you have a policy for COVID and returning to work.	<p>Organizations have created their own return to work policy, but CDC has guidelines related to that. Also, other employee services (i.e. ProService Hawaii) has worked with their member organizations on setting those up.</p> <p>If you have individuals that were positive for COVID-19 and went into isolation, and the isolation is cleared, per CDC and DOH guidance, those individuals should no longer be able to transmit the virus to others. DOH issues the time clearance and medical clearance. The issue that we continue to see with both individuals trying to access services and people trying to return to their place of employment, some employers or providers have a test-based clearance policy versus the time-based clearance that is recommended. The challenge with having a test-based clearance policy for people to return to work is individuals that previously tested positive, the virus may remain in the system for a number of weeks, which is why the time-based clearance is the adopted policy.</p>
Sex Trafficking	What is the organization Tim represents?	<p>Ho'ōla Nā Pua (Hoolanapua.org)</p> <p>HNP's Free webinars are always posted here: https://www.eventbrite.com/o/hoola-na-pua-25387030899</p>

Sex Trafficking	Tim, in the study you presented, how were the 363 individuals who were interviewed selected?	The surveys were issued as randomly as possible to those receiving services, the 363 were the number of surveys returned. The link to the Third Study executive summary can be found here: https://humanservices.hawaii.gov/wp-content/uploads/2020/02/ST-in-Hawai%E2%80%98Executive-Summary-January-2020-FINAL-2.pdf
Sex Trafficking	This information you just shared is critical to include in the public school system. How much of it is?	Ho'ōla Nā Pua and Susannah Wesley Community Center present in schools to both educators and students. It's definitely a significant place where it has to be done and it must be engaging to students, parents, community members, educators and administrators so everyone is talking the same language and understands the same content. The challenge is getting into the schools, so community advocates are greatly needed to encourage schools to open their doors. If anyone is interested in training, training is offered at all levels from beginning to advanced, so whether it's for service providers or children in schools, please let the Ho'ōla Nā Pua or Susannah Wesley CC know.
Other	I'd like to share ASAM has sent out an email to me regarding steps for SUD programs. I highly recommend those working in a SUD program to read Another question is if the media is aware of the 10 day positive but negative symptoms letter as I have not heard the media report this. There seems to be continued fear by patients and staff even with the DHS letter clearance after 10 days with no symptoms but positive test Thank you!	[Answered by Emma Grochowsky] Hi Abby! I'm happy to announce the reminder about the ASAM email for SUD programs - I'm not on the ASAM mailing list so if there's any additional information about it that you'd like me to share, please let me know. I'm not sure if our presenters today can answer the question about the 10-day clearance, but if not, we can post the answer on the BHHSURG website Q&A. It's definitely a topic that many people are confused about.
Other	Sherrie: Your take on Covid care in PI communities now?	We're seeing the numbers go down, but what we need to recognize in our communities is that we still need to have some vigilance, practice physical distancing, mask wearing, not gathering; things that are very culturally ingrained in many of our Pacific Islander communities. In our communities, we are already projecting out and talking about vaccines/vaccinations and what that looks like for some of our NH and PI communities, especially

		<p>when we have some cultural background to make sure that the information is accurate and the messaging is appropriate. There are ongoing needs that we need to recognize. With the increase in the COVID positive cases in certain pockets of Pacific Islander communities, our FQHCs as well as our other healthcare systems have been working hard to work with families and communities to provide not just care in terms of contact tracing, but other pieces that impact social, housing, education, and other things in a way that is culturally sensitive but also in language as best as possible.</p>
--	--	--

Provider & Stakeholder Questions and Answers (Q&A)

Updated: 2020-09-28 | SUBJECT TO CHANGE

Youth Residential Facilities	Bobby Benson: Is your agency required to report to the media if you have positive cases? Or does DOH inform the media	Answered by Jen Cabe at Bobby Benson Center: We are required to report positive cases to CAMHD (Child & Adolescent Mental Health Division - Department of Health), but not the media.
Youth Residential Facilities	What is your outreach for ESL children and conveying the message of safety?	Per Carla Houser at RYSE, the RYSE outreach team hires young people who look like the youth we serve, and who have some of similar experiences. RYSE is looking to build a peer outreach team of COFRA migrant youth, and this is a part of the guide on the side process with the Youth Homeless Demonstration Project. We also have the mobile crisis outreach which will be coming online in partnership with HHRC, Hale Kipa, Waikiki Health, and Alea Bridge. The focus is to be as safe as possible while still targeting our most vulnerable youth, being able to distribute PPE to youth and information on how to be safe from a harm reduction standpoint and making sure that we have adequate resources. We have multiple postings in multiple languages posted in our shelter that COFRA migrant youth can read and understand. We will continue to build our staffing capacity so they're out there in the street communicating the message.
Youth Residential Facilities	Do you have resources available for youth who need technology services for TeleHealth services if they are out in the community? Cell phones or video capabilities.	<p>There is some general guidance on telehealth on the BHHSURG website under the Providers & State Agencies tab, in the Resource Library.</p> <p>According to Carla Houser, RYSE has an informal process. For example, there was a youth who has a housing voucher, lives in her car, and has no working phone. To eliminate the communication barrier, they went to Walmart and purchased a prepaid phone for this youth to use. If there is a particular youth in need, please email info@rysehawaii.org if they need a phone for telehealth or telemedicine, RYSE has some funding for that.</p>

Youth Residential Facilities	Will the quarantine sites via Hawaii Cares take a minor alone or do they need to be accompany by an adult (adult is negative)?	Answered by Leslie Slavin with the DOH Child & Adolescent Mental Health Division (CAMHD): My understanding is that only the Canoe house has been willing/able to take unaccompanied minors for quarantine, and the Canoe house currently is closed. We hope to solve the contracting issues and have it open soon.
Youth Residential Facilities	How are you defining "youth"? Do you mean minors under 18?	Answered by Leslie Slavin with DOH CAMHD: I think we are hoping to address some of the issues specific to minors, but we'll probably be discussing young adults (18-24) as well.
Youth Residential Facilities	What is CVR3?	Answered by Leslie Slavin with DOH CAMHD: CBR stands for Community Based Residential program. 3 - is a slightly lower level of care than CBR1 or CBR2 - which are specialized more secure facilities for youth with inappropriate sexual behavior. These are CAMHD names.
Youth Residential Facilities	How were you able to get so many test so quickly?	Carla Houser at RYSE responded, the game changer for homeless services providers has been Project Vision. On-site testing is now done the first Monday of every month for all the programs at Kawaihoa by Project Vision.
Youth Residential Facilities	What is your process for releasing a youth from say BB to a transitional family home program?	<p>Ford Naeata and Jennifer Cabe from Bobby Benson Center explained, since the pandemic started, we've transitioned close to a dozen youth, but most have returned home. As our day-to-day operations require the constant follow up from a nurse and our medical director before any youth are released or discharged from the center, they go through a clearance with the nurse. This is not a test this is for symptoms which are followed up with the nurse or medical director to make sure the youth is symptom free before going home. With any discharged from Bobby Benson Center, it's always careful thought out, laid out plan and there is a transitional discharge plan that's worked out with the youth, the family, and team.</p> <p>Per Joshua Holmes, DOH and CDC does not recommend a test base isolation clearance strategy. An individual does not need to test negative to be released from isolation, it's based off of time, at least 10 days and overall symptom improvement and no fever. For more information, please refer to the webinar recording on 08/31/2020 on the BHHSURG website.</p>

Youth Residential Facilities	Has there been a shift in advice/response from the CARES line over the past several months? It sounds as though Bobby Benson called for help with testing their residents and staff and got turned away... Is this likely to happen again to another youth program?	<p>The change was effective 08/10/2020, the Behavioral Health Administration (BHA) assumed oversight of isolation and quarantine for the island of Oahu, which was previously overseen by a different division/office. It made sense for the BHA to begin working on this since a lot of the people unable to isolate are those that live in congregate living situations and may have different behavioral health needs. The BHA, along with the Governor's Office on Homelessness, the Department of Human Services, City & County of Honolulu, UH, HHHRC, and IHS have been working on the Temporary Quarantine and Isolation Center (TQIC) since Spring, so please submit requests through the CARES line if you have a positive and have questions regarding isolation/quarantine, or need testing. Providers are also encouraged to reach out to Project Vision for assistance with mobile testing if that's needed.</p> <p>The 24-hour Hawaii CARES Line number is (808) 832-3100 on Oahu or (800) 753-6879 on the neighbor islands.</p>
Other	Do you suggest testing for staff monthly?	It depends on each program. As we move forward, surveillance of tighter sites is important, sites with a lot of staff or a lot of movement in and out of the facility, definitely places that have had previous positives it would be good to have monthly testing. Project Vision has does monthly testing with sites.
Other	Tell us about your upcoming YHDP programs - esp. the youth crisis response. How may it look different during and after (yes there will be after!) COVID?	Carla Houser responded, RYSE goes through the coordinated entry system with all of the youth service providers on Oahu. There are a number of young people that our continuum has identified as youth that are very high acuity, severe mental illness, on the high end of substance use disorder, who are not coming in to shelter. Those are some of our most vulnerable and what we'd like to do with our crisis mobile response is target some of those youth, find stabilization beds, connect them to behavioral health and medical services, and start to get them to a place where they can be more receptive to other services. We've partnered with a number of different agencies for the YHDP, it's HUD funding that has come to our continuum of care. Providing supportive services through

		<p>long-term case management, mentorships, and diversion programs for youth coming out of institutions and give them a landing place so they are no longer unsheltered homeless. A number of different housing resources will also come online, transition housing, rapid rehousing, and also Oahu's first permanent supportive housing for youth specifically with CCF coverage.</p> <p>For more information on YHDP, visit the Partners in Care website at www.partnersincareoahu.org.</p>
--	--	--